

✓ 2. A method for routing Internet Protocol Network Telephony (IPNT) calls at customer premises having a managing processor and computer workstations including video display units (VDUs) connected on a local area network (LAN) also coupled to the managing processor, the method comprising steps of:

- (a) receiving an IPNT call at the managing processor;
- (b) determining an intended recipient for the call among the computer workstations connected on the LAN;
- (c) requesting routing from the a set of current routing rules accessible and editable by the intended recipient; and
- (c) routing the call according to the current routing rules of the intended recipient.

✓ 3. The method of claim 2 wherein the editable routing rules for the intended recipient are maintained at the intended recipient's computer workstation.

✓ 4. The method of claim 2 wherein the editable routing rules for the intended recipient are maintained on a central client-server router executed on a processor connected to the LAN.

✓ 5. The method of claim 4 wherein the processor connected on the LAN is the managing processor for the call center.

✓ 6. The method of claim 4 wherein the processor executing the client-server router is a processor connected to the LAN separate from the managing processor.

- Sub P2*
7. The method of claim 1 comprising a step executed by an intended recipient for "editing the routing rules via an interactive Graphical User Interface (GUI) executing on the intended recipient's computer workstation".
- Sub P3*
8. The method of claim 4 wherein the client-server router has router-rule portions dedicated to individual agents at individual ones of the computer workstation connected to the LAN, and wherein an individual agent, through a user interface executing on a computer workstation, may access the portion dedicated to that agent, and edit the routing rules therein.
- Sub C4*
9. The method of claim 8 wherein the user interface comprises a graphical user interface (GUI) having icons indicating telephone calls received and for choices of disposition of telephone calls received, and including steps for a user to precipitate actions in call routing by iconic drag-and-drop procedures.
- Sub P3*
10. In a customer premises Internet Protocol Network Telephony call center having a managing processor for switching received calls to LAN-connected computer workstations, a method for individual customization of routing rules for the received calls, comprising steps of:
- (a) executing a user interface on one of the computer workstations;
  - (b) determining routing for the received calls addressed to the computer workstation at the computer workstation using the client user interface;
  - (c) transmitting the routing determination to a router executing on a processor coupled to the LAN; and
  - (d) routing the received telephone calls by the router according to the transmitted routing determination.

11. The method of claim 10 wherein the processor upon which the router executes is the managing processor.

12. The method of claim 10 wherein the processor upon which the router executes is a processor connected to the LAN separately from the managing processor.

13. A call router system for determining routing of incoming Internet Protocol Network Telephony calls in a customer premises call center including a managing processor connected to individual computer workstations, the computer workstations also interconnected on a local area network (LAN) also coupled to the managing processor, the router comprising:

a client user interface executable on one of the computer workstations, and adapted to provide functions for editing routing rules for individual specific users; and

a router listing current routing rules for the user at the workstation; wherein the client user interface is adapted to transmit edited routing rules to the router, and the router is adapted to provide routing to incoming calls addressed to the user according to the current routing rules.

14. The call router system of claim 13 wherein the router executes on a processor coupled to the LAN.

15. The call router system of claim 14 wherein the processor upon which the router executes is the managing processor.

16. The call router system of claim 14 wherein the processor upon which the router executes is a processor connected to the LAN separate from the managing processor.